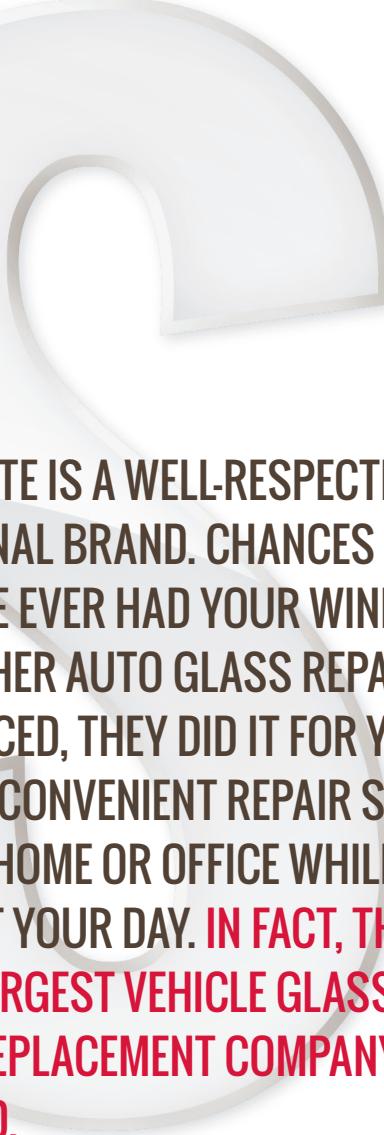




RUAN + **Safelite.**
AutoGlass

RUAN & SAFELITE: A SHATTER- PROOF PARTNERSHIP

**SOMETIMES DEVELOPING YOUR BUSINESS MEANS CHOOSING
THE BUSINESS YOU'RE IN. SAFELITE AUTOGLASS KNOWS EXACTLY
WHAT BUSINESS THEY'RE IN. AND IT'S NOT TRANSPORTATION.**



SAFELITE IS A WELL-RESPECTED NATIONAL BRAND. CHANCES ARE IF YOU'VE EVER HAD YOUR WINDSHIELD OR OTHER AUTO GLASS REPAIRED OR REPLACED, THEY DID IT FOR YOU. THEY OFFER CONVENIENT REPAIR SERVICE AT YOUR HOME OR OFFICE WHILE YOU GO ABOUT YOUR DAY. IN FACT, THEY ARE THE LARGEST VEHICLE GLASS REPAIR AND REPLACEMENT COMPANY IN THE WORLD.

One of the ways they've achieved their success is by tailoring their approach to compete more effectively market by market. Because of that, their transportation needs from region to region change depending upon demand and the constantly shifting volume of work.

In the past they worked with up to seven individual carriers to transport product to their warehouses. "We had better relationships with some than others," said John Kemp, Safelite's inventory planning and logistics manager. "Some were more of a partner, while others were simply a capacity play."

All of the scheduling and measuring was done manually, however, and Safelite knew they could do better.

INTEGRATED SOLUTIONS WINS

At the same time that Safelite decided to consolidate their dedicated contract transportation business, they began investigating a transportation management system (TMS) solution. But they questioned whether it made sense for them to buy an off-the-shelf product and implement it themselves, or whether a new carrier partner could bring that to the table.

And Ruan could. "One of the deciding factors for going with Ruan," Kemp said, "is that in addition to the dedicated solution, Ruan was able to bring the technology solution. We liked the idea that the TMS solution wasn't something that we had to manage independently. Ruan was able to bring it to the table already set up and get things running pretty quickly. That was an advantage."

THE PARTNERSHIP

Ruan provides Safelite with a complete supply chain solution. For the dedicated portion, a terminal manager and two transportation supervisors are on-site at Safelite's Braselton, GA, distribution center to manage the fleet of 40 Ruan drivers and tractors. In 2015 they made more than 4,000 shipments of windshields, parts and accessories to Safelite's warehouses.

On the supply chain side, a logistics manager and two logistics specialists manage inbound and outbound freight for all U.S. locations. They managed more than 7,000 truckload shipments and more than 57,000 LTL shipments in 2015.

But it's the TMS technology solution that has really helped Safelite improve their supply chain.

"The TMS solution has benefitted us tremendously. The ability to capture all of the data in one place is invaluable," Kemp said. "The opportunity to get in there and data mine, go back six weeks or a year to analyze information has been great. Being able to have all the key performance indicators (KPIs) in one place and not manually enter or analyze them is very valuable. From a technology perspective, we're head and shoulders above where we were previously."

FULL SHIPMENT VISIBILITY

Another key benefit that the Safelite team has discovered is shipment visibility. Ruan uses the FourKites load tracking platform to provide real-time access to every shipment in their network.

"This technology has helped us improve the visibility of the freight we manage for Safelite through our dedicated assets and through our carrier partners," said Marty Wadle, Ruan's senior vice president of Supply Chain Solutions.

"This platform allows us to employ a complete event management suite that's visible to our customer."

The Safelite team has access to a secure portal for load tracking data, and the warehouse customers receive real-time tracking and load status e-mail updates.

"EIGHTY-FIVE PERCENT WOULD PREFER TO HAVE THE RUAN DRIVER DELIVER TO THE WAREHOUSE. IT'S GOOD TO SEE THAT BOND AND PRIDE IN HAVING THE RUAN FLEET SHOW UP AT THEIR LOCATION."

—John Kemp

Safelite Inventory Planning and Logistics Manager

A GROWING PARTNERSHIP

During the start-up portion of the partnership, one of the benefits that Safelite promoted to their warehouse locations was that they'd start to see the same drivers over and over, allowing them to build continuity and relationships. And as Ruan has become a valuable extension of Safelite, this prediction has come to fruition.

"We've started to see positive feedback through warehouse surveys," Kemp said. "Eighty-five percent would prefer to have the Ruan driver deliver to the warehouse. It's good to see that bond and pride in having the Ruan fleet show up at their location."

Six months into the partnership, Safelite experienced organic growth and needed to increase capacity. Ruan had managed the fleet so well, according to Kemp, that they decided to add more dedicated trucks with Ruan rather than give additional freight to third-party carriers.

"The volume was new to us. Things we had outsourced previously, such as inbound vendor glass and flat glass," Kemp said. We love the branded fleet we have with Ruan and wanted to get more of those trailers on the road to increase visibility. Ruan seemed like a natural fit to handle the growth."

COMMITTED TO THE LONG HAUL

Ruan's logistics experts and professional drivers are committed to improving Safelite's supply chain every day. "In our first year, we've done a good job of getting everything in place and making adjustments," Kemp said. "Now we're ready to start getting things fine tuned."

The reason for this success?

"Partnership," he said. "Ruan has proven to be a good partner. That's what we were looking for. A company that's reliable, committed to our business, with people who make decisions in the interest of our business. That's Ruan."



FOURKITES FOR REAL-TIME ACCESS

Ruan uses FourKites to provide load tracking across all our business divisions.

The FourKites platform gathers real-time location information from more than 35 ELD/GPS providers and drivers' cell phones. It combines that information with traffic, weather and estimated driver hours of service to provide real-time ETA updates and exception management.

As a result, Ruan's customer service team can proactively manage exceptions and eliminate "check calls" to dispatchers and drivers. The technology keeps customers and warehouse teams informed, reducing surprises at the dock, missed appointments and detention hours.



Ruan sources new carriers that meet both partners' safety and performance requirements.

\$425K

Safelite receives an estimated \$425,000 annual credit due to the backhaul gain-share from their dedicated warehouse fleet.



Quarterly business reviews ensure continuous process improvement and cost savings.

